



Shelby County Neighborhood Engagement



Reserve Officer Minus Adams, with the Shelby County Sheriff's Office provided a watchful eye over the festivities at the Frayser Family Day Festival.

Neighborhood Partnerships

The Frayser Community celebrated its annual Spring Festival on June 4, 2011 after postponing the May 7, 2011 date due to the flood.

The Frayser Community Association hosted the event at the Ed Rice Community Center. It was a day filled with entertainment, food, games, and rides. The residents also received health screenings and information.

While serving as Shelby County Sheriff, Mayor Luttrell created neighborhood partnerships in strategic locations around the county that included government agencies and residents. He continues these

partnerships as Shelby County Mayor to empower the residents to control crime, blight, and health issues.

The Shelby County Sheriff's Department's presence at neighborhood activities fulfills one of the initiatives of government/citizens engagement.

The Public Affairs staff is assisted by Code Enforcement and the Health Department to meet weekly with citizens throughout the county, especially those that include the seven target areas for neighborhood improvements. Please see the list on the website.

Story Contributors:

Public Affairs, *Neighborhoods*
Tommy Cates, *What is Fraud?*
Dan Springer, *Mayor's News*
Joseph Kyles, *Veterans' Affairs*
Dorris Conner, *Health Department*
Delois Campbell, *Juvenile Court*
Brenda Greene, *Benefits*
Waverly Seward, *Pension*
Mike Lewis, *CIGNA Poster*
Tom Needham, *Bike Lanes*
Sykenya Myles, *Juv. Cr. Yrs of Svc.*
Heidi Kuhn, *Training*
Margie Hyde and Chamayne Shaw, *Condolences, Anniversaries, & Retirements*

"Creativity seems to emerge from multiple experiences, coupled with a well-supported development of personal resources, including a sense of freedom to venture beyond the known."
~ Loris Malaguzzi

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Greetings from the Mayor



Mark Luttrell, Jr.

Summer is here, and the hot temperatures have brought with them some unique problems for Shelby County Government. Yet, it's through new and innovative ways to solve these problems that we make progress, not only to be more operationally efficient, but to better serve our citizens.

Our Community Service Agency played a major role in helping those in our community who live without air conditioning. Director Dottie Jones and her staff, aided by the Mayor's Action Center and volunteers from the United Way, took the names of people who need air conditioners. Soon, hundreds of air conditions will be delivered throughout Shelby County thanks to the Salvation Army and employees at WREG-TV who all joined in the effort to help those needing relief from the heat.

This month's newsletter features many stories about the innovative ways we're serving Shelby County. Thank you for the opportunity to work along side of you as we make a difference in our community.

Mayor Luttrell on the Move...

- 6/1 City & County Wide Heart Walk Kick Off
- 6/2 Seed Hatchery 2011 Kick-off
- 6/3 Opening Ceremony for the Traveling Vietnam Memorial Wall
- 6/9 2011 Forum for Innovative Leadership Conference
- 6/9 Girls Inc Annual Celebration Luncheon
- 6/10 Congratulatory Reception for Grizzlies Head Coach Lionel Hollins
- 6/10 Newsmakers
- 6/10 Germantown Horse Show Invocation
- 6/11 Cystic Fibrosis Foundation - "Memphis' Finest Young Professionals"
- 6/14 Cub Scouts of the Wolf River District
- 6/14 Midtown Rotary Club
- 6/15 World Elder Abuse Day
- 6/15 Martin Institute for Teaching Excellence Conference
- 6/15 River Oaks Assoc. Annual Dinner Meeting
- 6/17 "Man of the House" Pre-Event Reception
- 6/18 Sidney Chism's Picnic
- 6/21 MMBC Econ. Dev. Fair's Power Breakfast
- 6/21 2011 Health Disparities Conference
- 6/21 Sharp Mfg.—Solar Array Ceremony
- 6/21 Apt. Assoc. of Greater Memphis Brd of Dir. Gen. Membership Luncheon
- 6/21 MCVB Brd of Dir./ Staff Annual Meeting and Summer Mixer
- 6/22 MMBC 2011 Econ. Dev. Fair CEO Roundtable Discussion
- 6/22 Voices for America's Children Forum 2011
- 6/23 54th Annual St. Louis Hole-in-One Charity Festival

Continued in next column

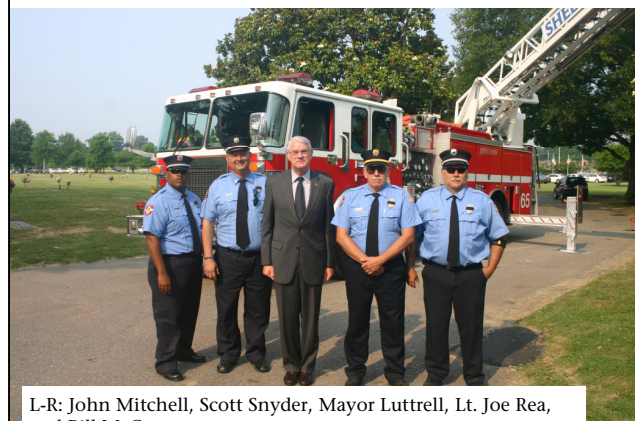
- 6/24 Agricenter 25 Year Celebration "Pick Tennessee Products"
- 6/24 ALSAC/St. Jude Board of Directors/Governors Special Commemoration in honor of St. Jude founder Danny Thomas
- 6/24 Families of Incarcerated Individuals' 20th Anniversary Celebration
- 6/27 Ribbon Cutting Ceremony at Freed-Hardeman University/Memphis Campus
- 6/29 Patriotic Pops Program
- 6/30 Headquarters Jurisdiction Church of God in Christ Family Pay Tribute to Bishop Patterson



Mayor attended the Cub Scouts district gathering.



Mayor talked with Carnival Memphis Queen Kate Smith, King John Dobbs, Jr. and President Jess Wesberry



L-R: John Mitchell, Scott Snyder, Mayor Luttrell, Lt. Joe Rea, and Bill McCammon



Auditing

What is Fraud?

What is fraud? The Mail Fraud Statute, the first federal statute enacted to protect Americans from fraud and scams, defines fraud as "any scheme or artifice to defraud, or for obtaining money or property by means of false or fraudulent pretenses, representation, or promises."

Another way of defining fraud might be something reformed fraudster Barry Minkow once said, "Fraud is nothing more than the skin of a truth stuffed with a lie." The essence of fraud is all about stealing, cheating, lying and lack of integrity. I am sure that you will agree there is no place in county government for that type of behavior.

If you have factual information suggestive of fraudulent, wasteful or abusive activities involving any county employee, vendor or other affiliate, we want you to report it. You can report issues involving fraud, waste and abuse by submitting a report online at <http://www.shelbycountyttn.gov> or if you don't have access to a computer, by calling 901-395-3819.

Veterans' Affairs

Joseph Kyles nominated by Governor Haslam



Governor Haslam recently nominated Joseph Kyles (Shelby County Veterans' Affairs Administrator) to
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Departmental News

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the Selective Service Board. All nominees are approved by the President of the United States. Joseph received his Certificate of Appointment and Assignment Letter on June 1, 2011.

This is a volunteer position. The mission of the board is "The statutory missions of Selective Service are to be prepared to provide trained and untrained personnel to the Department of Defense in the event of a national emergency and to be prepared to implement an Alternative Service Program for registrants classified as conscientious objectors." <http://www.sss.gov/ABOUT.HTM>

Health Department

NCHEC Announces the Certification of Dorris Conner, MCHES



Dorris Conner, a Shelby County Health Department Employee, is among the first group to earn the certification as a Master Certified Health Education Specialist (MCHES).

The news release from NCHEC stated, "The newly created advanced-level certification, MCHES, awarded by the National Commission for Health Education Credentialing, Inc., (NCHEC) signifies that Ms. Conner has met the national standards for individual health education practitioners. The MCHES certification attests to the individual's knowledge and understanding of the Health Education Areas of Responsibility at an advanced-level
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and assists employers in identifying qualified health education practitioners.

This achievement is considered a milestone in an individual's professional development and a testament to the individual's commitment to continuous improvement in the health education profession. For further information about NCHEC certifications, visit www.nchec.org or contact NCHEC at 888-624-3248 or nchec@nchec.org."

Juvenile Court

Behavioral Change through Motivational Interviewing



L-R: Shirley Terrell, Jason Tate, NaKeshi Dyer, Michael D. Clark, MSW, Lakesia Martin, and Susan Gylfe.

This team recently received certification for completing the train-the-trainer segment of Motivational Interviewing conducted by Michael D. Clark, MSW, LMSW.

This training is committed to establishing innovative ways to serve the best interests of children and their families. The certification also links these individuals to international justice trainers and empowers them to have input in our nations' courts on adolescent topics of "more respect, higher engagement, and more retention."



Departmental News

Human Resources—Benefits

Medical & Pharmacy FAQs

MEDICAL:

Are there changes for all of the County's health care programs?

NO. The changes are for the CIGNA OAPIN (HMO) and the CIGNA OAP (PPO) plans. There are no changes for the CIGNA HRA plan.

When are the changes effective?

Some changes are effective August 1, 2011, some October 1, 2011, and others, January 1, 2012. This Q & A will outline changes for each of the above dates.

Will there be a medical insurance premium increase this year?

NO. There will not be a premium increase this year. However, based on an analysis of our medical insurance programs, an increase of approximately ten percent was needed to adequately fund the plans. In lieu of the ten percent increase, plan changes were made as outlined in this Q & A. The changes are for the CIGNA OAPIN (HMO) and the CIGNA OAP (PPO) plans.

Will I be able to change my coverage since the plans are changing?

NO. You will not be able to change plans at this time. You will be able to make changes during the regular open enrollment period. Any changes made during open enrollment are effective January 1, 2012.

When is open enrollment?

Open enrollment will be held November 1-15, 2011.

What are the changes for the CIGNA OAPIN (HMO) Plan?

View website for document with full details.

Are there any changes to prescription drugs benefits?

YES. However, the retail copays for the CIGNA OAPIN (HMO) and Specialty retail and mail order copays have not changed.

PHARMACY:

View our website at <http://www.shelbycountyttn.gov/index.aspx?NID=1284> for document with full details of changes.

What method of pay may be used for prescription drug payments?

Most major credit cards, including your Flexible Spending Account (FSA) debit card, are accepted by retail and mail pharmacies.

Will I receive a new medical ID card?

YES. Participants in the CIGNA OAPIN (HMO) and the CIGNA OAP (PPO) plan will receive new ID cards during the month of July, 2011. You will not receive a new prescription drug ID card.

Will I receive any communication about the medical changes?

YES. The Shelby County Government Benefits Department will hold group meetings during July to explain the new provisions of the medical and pharmacy plan changes. Watch for a meeting date near your work location site.

Will my prescription drug copayments/coinsurance amounts change?

CIGNA OAPIN (HMO) Plan

The retail copayments for prescriptions will not change.

Mail order copayments will change effective October 1, 2011. (See question #8 in this Q & A).

CIGNA OAP (PPO) Plan

The retail and mail order copayment/coinsurance amount are changing effective October 1, 2011. (See question #8 in this Q & A).

How does the mandatory mail order program work?

Mandatory mail is for maintenance medications only. You are allowed to use a retail pharmacy three (3) times to fill maintenance drugs beginning October 1, 2011, before you must switch to The Medco Pharmacy.



Departmental News

Human Resources—Benefits, *continued*

Medical & Pharmacy FAQs

If you go back to the retail pharmacy a 4th and subsequent time(s), you will be charged the mail service copay. You will still be limited to a 30 day maximum supply at retail.

How will I know when I am approaching the 4th fill of my maintenance medication?

You will receive letters from MEDCO notifying you that your maintenance drug(s) should be moved to the MEDCO pharmacy. These letters will also contain the mail service enrollment forms. Directions on how to switch your retail prescription to the MEDCO pharmacy will also be included with the letters.

How do I know if my prescription is a maintenance medication?

You can contact Medco Customer Service 1-800-711-0917 or go to www.medco.com.

The benefits of these plans are described in the plan documents with Shelby County Government. The terms and provisions of the plan documents are controlling and none of the conditions or limitations are waived or modified by reason of any omission from this document.

Pension Changes Effective July 1, 2011

The Shelby County Retirement Board proposed the start of a new plan for future eligible employees beginning July 1, 2011, and changes to Plans A & C also effective July 1, 2011. The new plan and the changes were approved by the Board of Shelby County Commissioners on June 6, 2011.

Plan D was approved for all new employees hired on or after July 1, 2011. This new plan will have specific provisions for employees defined in the plan in public safety jobs and separate provisions for employees in non public safety jobs. Plan D requires an annual employee contribution of 8% of eligible pay.

The changes for Plan A are to require employees to start contributing ½% of eligible pay beginning July 1, 2011 and increase it by ½% for three more consecutive years resulting in a total of 2% of pay by end of the fourth year. Employee accounts will be established and accounts will earn 2% interest annually. The threshold for mandatory cashouts of accrued benefit will increase from \$20,000 to \$30,000.

The changes for Plan C are to increase the current 6% contribution to 6 ½% in 2011 and increase it by ½% for three more consecutive years for a total of 8% of pay by end of the fourth year. Employee accounts that are currently earning interest at 5% annually will change to 2% annually. The threshold for mandatory cashouts of accrued benefits will increase from \$20,000 to \$30,000.

The Retirement Board has made a commitment to review the contribution rate annually and recommend changes to the Board of Commissioners if appropriate.

It should be noted that any employee currently in Plans A or C who leaves the County's employment and returns within two years to a permanent or part time permanent position, will be placed back in the plan they were in when they left. If an employee comes back after two years, the employee will be placed in Plan D.

The Retirement Board recommended and the Board of Commissioners approved to reduce the investment rate assumption from 8.25% to 8% which has become virtually a standard approach in recent years characteristic of sound pension fund management. This will be viewed favorably by the rating agencies and provides a more realistic valuation of the pension liabilities.

The purpose for the plan changes is to reduce future increases in the County's required pension contribution from the County general fund and to enhance the continued soundness of the pension fund.

Other Community News:

Center Photo: New bike lanes paved on Raleigh-Millington Road by the Roads Dept.

Far Right: Juvenile Court celebrated 1,235 years of service recognizing employees with 5, 10, 15, and 20 years of service

Pictured: Lewis Brown and Thomas Norphlet (Back Row), Wyskia Payne (Front Row).





Departmental News

Training

Working Together - Training Together

The Training Office kicked off the Shelby County "Training Together" website on June 21, 2011. The website features a listing of different types of FREE training classes that Shelby County Employees can attend, from computer to communication classes and then some.

"I am very excited about the website," said Heidi Kuhn, the Director of Training and Workforce Development, "The Training Office is committed to providing employees with the highest quality, work-related developmental and educational programs that promote a high performance and effective workforce."

The site lists all the courses the Training Office offers, as well as the dates, times, location, course outline, name of the instructor, and how many seats are available. It is very easy to use the system, just follow these instructions:

1. Go to <http://traintogether.shelby.elink/> and save it on your computer under your "favorites" for future use.
2. Review the courses, and note that some that are general courses and others are just for supervisors.
3. Contact your immediate supervisor to get prior approval before signing up for a course.
4. You may sign up for a maximum of three (3) courses by clicking on the "sign up" button.
5. Continue to check the site for new additions, an email will not be sent when new courses are added.
6. If a course that you are interested in taking doesn't have any more seats available, continue to check the site for possible openings. Cancellations happen on a daily basis.

You will not receive a confirmation notice once you enroll in a class. The Training Office contacts every supervisor for approval and if the supervisor denies the employee's enrollment, the employee will receive an email stating that they have not been enrolled in the course.

The Training Office provides general training to all employees, and they offer specialized and tailored training to departments that may have a particular need. They are also looking at ways for employees to receive continuing education credits for various professions (nurses, lawyers, social workers, etc.) and how to possibly accrue college credit for attending the Shelby County Government courses.

Thus far, the Training Office has seen great success. From March 1, 2011 through June 30, 2011,

26 classes have been presented and 348 employees have been trained, which equals 1266.5 hours of training. There will be many more training opportunities on the horizon. It is the hope of the Training Office that employees will take advantage of this educational opportunity and that supervisors will approve, and encourage their staff to develop and expand their knowledge.

For more information regarding Training, please contact Heidi Kuhn, at 379.7580.

Sheriff's Department

Poster Story: Please visit our website at <http://www.shelbycountyttn.gov/index.aspx?NID=1284> to read about Lt. Debra Hammons lifestyle changes. This CIGNA ad appeared in many local publications.

LIEUTENANT DEBRA HAMMONS IS A SUCCESS STORY.



As the Accreditation Manager for the Jail Division at Shelby County Sheriff's Office and a retired military officer, Debra has made a life and a career out of discipline and dedication. Still, she admits that she had room to improve when it came to her personal health.

Last May, Debra took the online Health Assessment Survey as part of CIGNA's partnership with Shelby County Government. The survey only took about a half hour, but asked about lifestyle patterns like stress, exercise, and nutrition as well as specific medical questions like cholesterol levels and blood pressure reading.

"There are still some issues that I have to work on."

"I realized that my health wasn't as bad as I thought it was. I scored an 84 out of 100," she recalls. "But there still are some issues that I have to work on. I needed to increase my physical activity and decrease my portion sizes."

One tool that helped Debra and her colleagues was the portion-sized plate that CIGNA provided. "I learned that I should be having the small hamburger, instead of the huge super-size burger!" Debra laughs. Another tool that she found to be key in increasing her exercise time was accountability and encouragement.

"A lot of people who work at the Sheriff's Department work in shifts, and our schedules may not allow us to exercise together. But we email each other, call each other, and check in." Lt. Hammons tries to walk at least 30 minutes a day, whether in her neighborhood, at home on a treadmill, or with an exercise video. If she feels like slacking off, she knows her friends will keep her in line.

Debra is continuing her education during the school year, works full time and has a son to care for. "When you work everyday, you tend to think that you don't have time to exercise or eat healthy," she shares. Taking the Health Assessment Survey was a gentle reminder that jump-started Debra's lifestyle improvements that she has carried out for the last year. "It really helped me," she says. "Now I make time out for me."



CIGNA members can take a Health Assessment at www.myCIGNA.com
For general information pertaining to CIGNA, please go to www.CIGNA.com

**About Shelby County**

Shelby County was established in 1819. It is the state's largest county both in terms of population and geographic area. Its county seat is Memphis. It is part of the Memphis Metropolitan Statistical Area, which comprises eight counties in the three states of Tennessee, Mississippi, and Arkansas. Shelby County was named for Governor Isaac Shelby (1750-1826) of Kentucky.

Shelby County is governed by a mayor-commissioner form of government under a Home Rule Charter that went into effect on September 1, 1986. Each serves a 4-year term. Together, the administration and the Board of County Commissioners are responsible for governing the most populous of Tennessee's 95 counties. The county's personnel staff of approximately 6,270 people have the direct duty of providing services for 910,100 citizens according to the 2007 estimated census data.

Mark H. Luttrell, Jr., was elected as Shelby County Mayor on August 5, 2010.

Anniversaries**JUNE 2011 ANNIVERSARIES****35 Years of Service**

Lenard P. Hackel, County Attorney's Office

Herbert D. Robinson, Sheriff's Office

25 Years of Service

Debra A. Myles, General Sessions Civil

Gerry R. Wilson, Fire Department

Mark E. King, Sheriff's Office

Ernest T. Carr, III, Support Services

William C. Pounders, Information Systems

Bobby W. Sullins, Engineering Department

Darryl R. Levitch, Support Services

Willie D. Byrd, Community Service Agency

Carol A. Adams, Director of Community Services

Retirees**JUNE 2011 RETIREES**

<u>Employee (Yrs of Svc)</u>	<u>Department</u>
Winfield Arnold (12)	Health Services
Barbara J. Ballard (27)	Sheriff's Office
Willie R. Boddie (12)	Health Services
Paul L. Clements (25)	Correction Center
Anita P. DeTorres (31)	Health Services
Sammie L. Gwinn, Jr. (27)	Support Services
Darlene Hamilton (27)	Road Dept.
Robert L. Ikner (31)	Support Services
Brenda J. Kilgore (36)	Health Services
Jane LeCorn (17)	Sheriff's Office
John E. McCarter (19)	Road Dept.
Melvin Page (25)	Correction Center
Lillie R. Perry (20)	Pre-Trial Services
William H. Redden (22)	Sheriff's Office
Gloria Robinson (6)	Head Start
Virginia W. Swatley (25)	Health Services
Gerald Vaughan, Jr. (13)	Sheriff's Office
Margaret B. Williams (11)	Public Affairs

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WWW.SHELBYCOUNTYTN.GOV

**JUNE 2011 CONDOLENCES**

Below is a list of employees who lost a loved one this month. Please keep them and their families in your prayers.

<u>Employee</u>	<u>Department</u>	<u>Relative</u>	<u>Relations</u>
Barner, Liz	Circuit Court Clerk	Don Barner	Husband
Driver, Jackie	Employee Benefits Dept.	Bertha Driver-Clark	Mother
Hughes, Freddie	Sheriff's Office	Idella Hughes	Mother
Muhammad, Michael	Div. of Corrections	Jesse B. Hill	Mother
Shaw, Belinda	Health Department	Ethel Shaw	Grandmother
Walker, Reese	Div. of Corrections	Eddie Lee Watkins	Grandfather